



City of Arts & Innovation

News Release

FOR IMMEDIATE RELEASE:

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City Hall to Begin Reopening for In-Person Services

Some services will be by appointment only and others on a first-come, first-service basis

RIVERSIDE, Calif. – Beginning on Wednesday, March 31, 2021, Riverside City Hall will open its doors to the public for in-person services. Community members will have the opportunity to make appointments for meetings with elected officials and city employees in-person, by phone, or virtually by calling 311 to receive contact information. Other in-person services to reopen include:

- **One Stop Shop:** Customers will be admitted to the city's One Stop Shop on a first-come, first-serve basis from 10:00 a.m. to 2:00 p.m., Monday through Friday. Through a series of work stations staffed by experts from different city departments that include planning, building, fire, utilities, business license, and public works, customers will be able to obtain permits and approvals in person to better streamline their projects. The One Stop Shop is located on the 3rd floor in City Hall at 3900 Main Street. For more information, click on <https://www.RiversideCA.gov/buildriverside>.

- **Riverside Public Utilities Payment Centers:** Customers can visit RPU Customer Resource Centers in the Downtown and Casa Blanca neighborhoods without an appointment from 10:00 a.m. to 2:00 p.m., Monday through Friday, to speak to representatives regarding utility accounts. For assistance with customer benefit programs, appointments are required by calling 311 or (951) 782-0330. The Downtown Customer Resource Center is located at 3901 Orange Street, and the Casa Blanca Customer Resource Center is at 3025 Madison Street. For even faster and easier convenience, public utility payments can still be made online by visiting <https://www.RiversideCA.gov/utilities>.

• **Passport Services:** By appointment only, customers may visit the Customer Resource Center in the Casa Blanca neighborhood from 10:00 a.m. to 2:00 p.m., Monday through Friday, for adult and children passport services. Please call (951) 351-6334 to make an appointment, and the Customer Resource Center is located at 3025 Madison Street. Visit <https://RiversideCA.gov/cityclerk/passport> to see view all information needed when applying for a passport.

• **Brandon's Diner Jr.:** Located inside the lobby at City Hall, Brandon's Diner Jr. is open once again for dine-in service. All criteria for the current red tier under the state's "blueprint for a safer economy" will be followed. Their menu and hours can be found at <https://brandonsdinerjr.com>.

As a reminder to those who plan on visiting these reopened city facilities, all current physical distancing guidelines will need to be adhered to, and face coverings will be required at all times. For added health safety, City Hall and the Customer Resource Centers will have self-service temperature devices and hand sanitizing pedestals available in the lobby and on each floor where accessible to the public. Visitors will still be required to check in at the lobby kiosk for their temporary picture badge while conducting business at City Hall, and signs will be readily visible throughout City Hall and other city facilities to make your visit more convenient and safe.

As the state's COVID-19 metrics keep improving in Riverside County and our city, additional city facilities and in-person services will be made available to our public. To help these metrics continue to lower, our community members are encouraged to still be tested at any of the convenient Curative Inc. testing sites throughout Riverside. For more information about these testing locations, visit <https://www.RiversideCA.gov/testing>.

For the latest information and resources regarding COVID-19, go to our website at www.RiversideCA.gov/COVID-19.